

Notice of References Cited		Application/Control No. 09/776,610	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
		Examiner Jonathan G. Sterrett	Art Unit 3623	Page 1 of 4

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,299,260	03-1994	Shaio, Jack	379/266.07
*	B	US-5,909,669	06-1999	Havens, Charnell T.	705/11
*	C	US-6,188,992	02-2001	French, Fredric J.	705/36R
*	D	US-6,249,715	06-2001	Yuri et al.	700/111
*	E	US-6,324,274	11-2001	Akester et al.	379/201.02
*	F	US-6,959,078	10-2005	Eilbacher et al.	379/265.03
*	G	US-6,744,877	06-2004	Edwards, Thomas J.	379/265.02
*	H	US-6,636,598	10-2003	Thomson et al.	379/265.05
*	I	US-2002/0067822	06-2002	COHEN et al.	379/265.12
*	J	US-6,584,192	06-2003	Agusta, Joseph B.	379/265.12
*	K	US-6,366,666	04-2002	Bengtson et al.	379/265.06
*	L	US-6,404,883	06-2002	Hartmeier, Martina K.	379/265.03
*	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U1	"TotalView - analysis and reporting", web.archive.org webpage of IEX.com, May 30, 1998, pp.1-2, web.archive.org/web/19980530032330/www.iex.com/products/ccp/ttlview/REPORTIN.htm.
	V1	Frieseh, Brandon; Jainschigg, John; "Business Neurology 101", June 1999, Computer Telephony, San Francisco, Vol. 7, Iss. 6, p.58, ProQuest ID 42275473.
	W1	Leamon, Paul; "Workforce Management with skills-based routing: The New Challenge", March 1999, Call Center Solutions, 17, 9; ABI/INFORM Global, p. 88-93.
	X1	Business Editors/High Tech Writers CTI Expo Fall 99, "IEX Call Center Products Garner Product of the Year Honors from Industry Publications", Dec 8, 1999, p.1, ProQuest ID 46983010.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited		Application/Control No.	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
		Examiner Jonathan G. Sterrett	Art Unit 3623	Page 2 of 4

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)		
U	"TotalView – Advantages", web.archive.org webpage of IEX.com, May 30, 1998, pp.1-2, web.archive.org/web/19980530032401/www.iex.com/products/ccp/ttlview/advantag.htm		
V	"Paul Leamon Article", web.archive.org webpage of IEX.com, February 2, 1999, pp.1-5, web.archive.org/web/19990202025717/www.iex.com/paulskill.htm.		
W	"Workforce Management", web.archive.org webpage of IEX.com, May 8, 1999, pp.1-7, web.archive.org/web/19990508063208/www.iex.com/support/workforc.htm.		
X	"IEX Corporation - Products", web.archive.org webpage of IEX.com, February 3, 1999, p.1, web.archive.org/web/19990203180809/www.iex.com/products/default.htm.		

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited		Application/Control No. 09/776,610	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
		Examiner Jonathan G. Sterrett	Art Unit 3623	Page 3 of 4

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	u)	"Article Listing", web.archive.org webpage of IEX.com, May 4, 1999, p.1, web.archive.org/web/19990504013045/www.iex.com/Articles+-+SBU3/articlelist.htm.
	v)	"Special to Telemarketing Magazine", web.archive.org webpage of IEX.com, May 8, 1999, pp.1-3, web.archive.org/web/19990508061346/www.iex.com/support/special.htm.
	w)	"TotalView – Real Time Adherence", web.archive.org webpage of IEX.com, May 30, 1998, pp.1-3, web.archive.org/web/19980530032348/www.iex.com/realtimetime.htm.
	x)	"TotalView – Scheduling", web.archive.org webpage of IEX.com, May 30, 1998, p.1, web.archive.org/web/19980530032305/www.iex.com/products/ccp/ttlview/schedule.htm.

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited		Application/Control No. 09/776,610	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
		Examiner Jonathan G. Sterrett	Art Unit 3623	Page 4 of 4

U.S. PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
A	US-			
B	US-			
C	US-			
D	US-			
E	US-			
F	US-			
G	US-			
H	US-			
I	US-			
J	US-			
K	US-			
L	US-			
M	US-			

FOREIGN PATENT DOCUMENTS

*	Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
N					
O					
P					
Q					
R					
S					
T					

NON-PATENT DOCUMENTS

*	Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)	
U	6	"6.3.2 What are Variables Control Charts", NIST.gov article, available from www.itl.nist.gov/div898/handbook/pmc/section3/pmc32.htm , pp. 1-5
V	4	"Chapter 3 Part II Class Problem 2", Management and Accounting Web problem adapted from the textbook: Boot, JCG; Cox; EB; "Statistical Analysis for Managerial Decisions", 1970, McGraw-Hill, p549.
W		
X		

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.